



*Providing electricity distribution excellence in a safe and reliable manner*

November 11, 2021

Ontario Energy Board  
2300 Yonge Street, 27<sup>th</sup> Floor  
P.O. Box 2319  
Toronto, ON M4P 1E4  
Attention: Ms. C. Long

Dear Ms. Long:

**Re: Reporting and Record Keeping Requirements – 2.1.4.2.10 Major Event Response Reporting**

On August 28, 2021, Halton Hills Hydro Inc. experienced a Major Event related to high winds and lightning.

As per the Reporting and Record Keeping Requirements Section 2.1.4.2, Halton Hills Hydro Inc. has classified the event as unavoidable, disrupted normal business operations and utilized IEEE Standard 1366 to determine that the event qualified as a Major Event.

Section 2.1.4.2.10 requires that “[w]hen a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor’s response to the Major Event, including answers to all of the questions...A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event”. At the time of the event on August 28, 2021, HHHI had not classified the outage as a Major Event. Upon recent internal reconciliation of Control Room reported causes, Hydro One Networks Inc. notifications (as HHHI is partially embedded to HONI) and Halton Hills Hydro Inc. crew Field Interruption Reports, Halton Hills Hydro Inc. determined that the August 28, 2021 outage did, in fact, meet the requirements of a Major Event as per IEEE Standard 1366.

Please find attached as Appendix A, the required Major Event Report for the August 28, 2021 high wind and lightning outages experienced by Halton Hills Hydro Inc. Should you have any comments or questions, or require any additional information, please contact Tracy Rehberg-Rawlingson, Regulatory Affairs Officer, [tracyr@haltonhillshydro.com](mailto:tracyr@haltonhillshydro.com) or (519) 853-3700 extension 257.

Sincerely,

*Tracy Rehberg-Rawlingson*

Tracy Rehberg-Rawlingson  
Regulatory Affairs Officer  
Halton Hills Hydro Inc.

Cc: Scott Knapman, President & CEO, HHHI  
David Smelsky, CFO, HHHI  
Matthew Wright, Operations Manager, HHHI



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## APPENDIX A

### Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?  
*The first power interruptions started at approximately 7:07pm. Halton Hills Hydro Inc. was aware that there was the possibility of thunderstorms but did not receive any additional warnings.*
2. If the distributor did have prior warning, did the distributor arrange to have extra employees on duty or on standby prior to the Major Event beginning? If so, please give a brief description of arrangements.  
*N/A*
3. If the distributor did have prior warning, did the distributor issue any media announcements to the public warning of possible outages resulting from the pending Major Event?  
*N/A*
4. Did the distributor train its staff on the response plans to prepare for this type of Major Event?  
*Yes, staff are trained on emergency preparedness annually.*
5. Did the distributor have third party mutual assistance agreements in place prior to the Major Event? If so, who were the third parties (i.e., other distributors, private contractors)?  
*Halton Hills Hydro Inc. has third party mutual assistance agreements in place, however, they were not required.*

### During the Major Event

1. Please explain why this event was considered by the distributor to be a Major Event  
*At the time of the event on August 28, 2021, Halton Hills Hydro Inc. had not classified the outage as a Major Event. Upon recent internal reconciliation of Control Room reported causes, Hydro One Networks Inc. notifications (as HHHI is partially embedded to HONI) and Halton Hills Hydro Inc. crew Field Interruption Reports, Halton Hills Hydro Inc. determined that the August 28, 2021 outage did, in fact, meet the requirements of a Major Event as per IEEE Standard 1366.*
2. Was the IEEE Standard 1366 used to derive the threshold for the Major Event?  
*Yes, the IEEE Standard 1366 was used to derive the threshold for the Major Event.*
3. Please identify the main contributing Cause of the Major Event as per the table in section 2.1.4.2.5.  
*The main contributing cause of the major event was Lightning (cause code 4).*
4. Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?  
*No, there were no declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event.*



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5. When did the Major Event begin (date and time)?  
*The Major Event began at approximately 7:07pm on August 28, 2021.*
6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?  
*The two (2) man back up on-call crew was available in addition to the primary two (2) on-call crew. No additional staff was required.*
7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?  
*No ETRs were posted during this event. In addition to losing two (2) main switches due to lightning, there were multiple trees down in multiple areas; no ETAs could be provided. An appeal was put out to customers notifying them that Halton Hills Hydro Inc. was aware of the areas affected by the outage and to please only use the phone lines for emergencies as the lines were overwhelmed with call volume.*
8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?  
*No ETRs were issued.*
9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they issued?  
*Numerous updates were provided through the following means: Website Power Outage map, Twitter, Facebook.*

*Updates were provided as follows:*

*08/28/21 7:21 pm – 1st power outage notification posted – Main Feeder (42M23)*

*08/28/21 7:21 pm – Main Feeder outage notification posted (42M25)*

*08/28/21 8:37 pm – notification posted to Facebook and Twitter – trees down in multiple areas. Requesting customers only use our phone line to report emergencies – phone lines overwhelmed.*

*08/28/21 8:38 pm – Power restoration notice (42M25)*

*08/28/21 8:39 pm – Power outage notification (13F1)*

*08/28/21 8:39 pm – Power outage notification (13F2)*

*08/28/21 8:40 pm – Power outage notification (13F3)*

*08/28/21 8:49 pm – Power restoration (13F2)*

*08/28/21 8:49 pm – Power restoration (13F3)*

*08/28/21 8:49 pm – Power restoration (13F1)*

*08/28/21 10:11 pm – Power outage notification (11F1)*

*08/28/21 10:11 pm – Power outage notification (11F2)*

*08/28/21 10:11 pm – Power outage notification (11F3)*

*08/28/21 10:12 pm – Power outage notification (1F2)*

*08/28/21 10:12 pm – Power outage notification (1F3)*

*08/28/21 10:13 pm – Power restoration (42M23)*

*08/28/21 10:13 pm – Power outage notification (5F1)*

*08/28/21 10:14 pm – Power outage notification (5F2)*



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08/28/21 10:14 pm – Power outage notification (5F3)  
08/28/21 10:14 pm – Power outage notification (23F1)  
08/28/21 10:15 pm – Power outage notification (23F2)  
08/28/21 10:15 pm – Power outage notification (23F3)  
08/28/21 10:17 pm – Power outage notification (1F1)  
08/28/21 10:31 pm – Notification posted that crews have found equipment damage on a main feeder and are working to isolate damaged equipment and restore power  
08/28/21 10:37 pm – Power restoration notification (1F1)  
08/28/21 10:37 pm – Power restoration notification (23F3)  
08/28/21 10:38 pm – Power restoration notification (23F2)  
08/28/21 10:38 pm – Power restoration notification (23F1)  
08/28/21 10:38 pm – Power restoration notification (5F3)  
08/28/21 10:38 pm – Power restoration notification (5F2)  
08/28/21 10:38 pm – Power restoration notification (5F1)  
08/28/21 10:38 pm – Power restoration notification (1F3)  
08/28/21 10:38 pm – Power restoration notification (1F2)  
08/28/21 10:38 pm – Power restoration notification (11F3)  
08/28/21 10:38 pm – Power restoration notification (11F2)  
08/28/21 10:39 pm – Power restoration notification (11F1)

10. Did the distributor inform customers about the options for contacting the distributor to receive more details about outage/restoration efforts? If so, please describe how this was achieved.

*Each power restored post includes the phone number to contact the office if the customer is still without power.*

*Posts notified customers to continue to follow Facebook, Twitter or the website for updates.*

11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? If so, how many times did the distributor issue press releases, hold press conferences or send information to customers through social media notifications? What was the general content of this information?

*There were thirty-six (36) posts during the outage period. See above for a detailed list of all posts. All posts are simultaneously issued to the Website, Facebook and Twitter. Note, this does not include responses to direct messages received during the outage or replies to Tweets or Facebook comments. There were no press releases, however, the local newspaper, the Independent Free Press, did tweet about the power outage.*

12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?

*Halton Hills Hydro Inc. does not have an IVR system. Customers are able to report power outages via Halton Hills Hydro Inc.'s website or phone into the office during office hours and an after hours answering service when the office is closed.*

13. Did the distributor provide information about the Major Event on its website? If so, how many times during the Major Event was the website updated?



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*There were thirty-six (36) posts. See above for a complete list of posts to Halton Hills Hydro Inc.'s website and social media.*

14. Was there any point in time when the website was inaccessible? If so, what percentage of the total outage time was the website inaccessible?

*No, Halton Hills Hydro Inc.'s website was available for the entirety of the outages.*

15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

*The outage (lightning) resulted in 9,376 customers having interrupted service (approximately 40% of total customers).*

16. How many hours did it take to restore 90% of the customers who were interrupted?

*It took 3 hours and 34 minutes to restore 90% of the affected outage customers.*

17. Was any distributed generation used to supply load during the Major Event?

*No. All known distributed generation in Halton Hills Hydro Inc.'s territory is solar and were not producing during the storm.*

18. Were there any outages associated with Loss of Supply during the Major Event? If yes, please report on the duration and frequency of the Loss of Supply outages.

*N/A.*

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement with other utilities? If yes, please provide the name of the utilities who provided the assistance?

*No, Halton Hills Hydro Inc. did not utilize assistance through a third party agreement with other utilities.*

20. Did the distributor run out of any needed equipment or materials during the Major Event? If yes, please describe the shortages.

*No, Halton Hills Hydro Inc. did not run out of any needed equipment or materials during the Major Event.*

### **After the Major Event**

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?

*Halton Hills Hydro Inc. is executing on a program to install lightning arresters at key switches to harden the system as part of active climate change adaptation.*

2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?

*Halton Hills Hydro Inc. is executing on a program to install lightning arresters at key switches to harden the system as part of active climate change adaptation.*



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3. Did the distributor survey its customers after the Major Event to determine the customers' opinions of how effective the distributor was in responding to the Major Event? If so, please describe the results.  
*Halton Hills Hydro Inc. did not survey its customers after the Major Event.*